

Contact Information

Resource Prior to October ForwardHealth interChange Implementation	Resource After October ForwardHealth interChange Implementation
<p>Provider Services – For all inquires except pharmacy (BadgerCare Plus, SeniorCare and Medicaid only) 608-221-9883/800-947-9627</p> <ul style="list-style-type: none"> • Billing, enrollment and policy questions • Member enrollment information • Available 8:30 a.m.-4:30 p.m. Monday, Wednesday-Friday 9:30 a.m.-4:30 p.m. Tuesday <p>Provider Services – For all pharmacy inquiries (BadgerCare Plus, SeniorCare and Medicaid only) 608-221-9883/800-947-9627</p> <ul style="list-style-type: none"> • Billing, enrollment and policy questions • Member enrollment information • Available 8:30 a.m.-6:00 p.m. Monday, Wednesday-Friday 9:30 a.m.-6:00 p.m. Tuesday 	<p>Provider Services – For all provider inquiries (all programs) 800-947-9627</p> <ul style="list-style-type: none"> • Billing, enrollment and policy questions • Member enrollment information • Available 7:00 a.m.-6:00 p.m. Monday-Friday
<p>Automated Voice Response 608-221-4247/800-947-3544</p> <ul style="list-style-type: none"> • Available 24 hours/day, 7 days/week 	<p>WiCall 800-947-3544</p> <ul style="list-style-type: none"> • Available 24 hours/day, 7 days/week
<p>Electronic Data Interchange (866) 416-4979</p> <ul style="list-style-type: none"> • Available 8:30 a.m.-4:30 p.m. Monday-Friday • Email questions to VEDSWIEDI@wisconsin.gov 	<p>Electronic Data Interchange (866) 416-4979</p> <ul style="list-style-type: none"> • Trading Partner support, questions regarding Companion Documents • Available 8:30 a.m.-4:30 p.m. Monday-Friday • Email questions to VEDSWIEDI@wisconsin.gov <p>ForwardHealth Portal Help Desk (866) 908-1363</p> <ul style="list-style-type: none"> • Password resets, technical issues • General ForwardHealth Portal questions • Available 8:30 a.m.-4:30 p.m. Monday-Friday

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Written Inquiries – Paper <ul style="list-style-type: none"> Submitted on the Written Correspondence Inquiry form, HCF 1170 (Rev. 08/05) Mail to: <ul style="list-style-type: none"> Wisconsin Medicaid Written Correspondence 6406 Bridge Rd Madison WI 53784-0005 	Written Inquiries – Electronic <ul style="list-style-type: none"> Submitted via the ForwardHealth Portal, “Contact Us” link Written Inquiries – Paper <ul style="list-style-type: none"> Submitted on the Written Correspondence Inquiry form F-1170 (Rev. 10/08) Mail to: <ul style="list-style-type: none"> ForwardHealth Provider Services Written Correspondence 6406 Bridge Rd Madison WI 53784-0005
Web PA Technical Help Desk 608-221-9730 <ul style="list-style-type: none"> Available 8:30 a.m.-4:30 p.m. Monday-Friday 	ForwardHealth Portal Help Desk 866-908-1363 <ul style="list-style-type: none"> Available 8:30 a.m.-4:30 p.m. Monday-Friday
Member Services (BadgerCare Plus and Medicaid) 800-362-3002 <ul style="list-style-type: none"> Available 7:30 a.m.-5:00 p.m. Monday-Friday Member Services (SeniorCare) 800-657-2038 <ul style="list-style-type: none"> Available 7:30 a.m.-5:00 p.m. Monday-Friday 	Member Services (all programs) 800-362-3002 <ul style="list-style-type: none"> Available 7:00 a.m.-6:00 p.m. Monday-Friday
Medicaid Managed Care Contract Monitors and Ombudsmen 800-760-0001 <ul style="list-style-type: none"> Available 8:00 a.m.-4:30 p.m. Monday-Friday 	ForwardHealth Managed Care Ombudsmen (BadgerCare Plus only) 800-760-0001 <ul style="list-style-type: none"> Available 8:00 a.m.-4:30 p.m. Monday-Friday
Medicaid and BadgerCare Plus Web Sites <ul style="list-style-type: none"> dhs.wisconsin.gov/medicaid/ dhs.wisconsin.gov/badgercareplus/ ForwardHealth Implementation Information Web Site <ul style="list-style-type: none"> dhs.wisconsin.gov/forwardhealth/ ForwardHealth Portal Web Site – Trading Partners only <ul style="list-style-type: none"> www.forwardhealth.wi.gov/ 	ForwardHealth Portal Web Site – Providers, Trading Partners, Partners, HMOs <ul style="list-style-type: none"> www.forwardhealth.wi.gov/ ForwardHealth Portal Web Site – Members <ul style="list-style-type: none"> www.forwardhealth.wi.gov/members